

Enterprise Incident Report September 2012

As of 10/1/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Human Resource Management	Application Development	Clifford Tomlinson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Danielle Hood	1 0	1 0
		Dustin Crump	1 0	1 0
		Martin Gonzalez	2 2	2 2
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	5 2	5 2
	Application Support	Wayne Andersen	2 2	2 2
		Assigned to Individual Total	2 2	2 2
	Capitol Desktop Support	Brian Bintz	6 1	6 1
		Scott Wunderlich	6 2	6 2

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Human Resource Management

			Low	FCR Total
Human Resource Management	Capitol Desktop Support	Assigned to Individual Total	12	12
			3	3
	Help Desk	Brenda Treadway	3	3
			3	3
		Eileen Dubach	1	1
			1	1
		James Stearns	3	3
			3	3
		Julie VanBeekum	1	1
			1	1
		Sarah Johnson	2	2
			0	0
		Assigned to Individual Total	10	10
			8	8
	Metro A Desktop Support	Kraig Ellis	1	1
			0	0
		Michael Barth	3	3
			0	0
		Assigned to Individual Total	4	4
			0	0
	Metro A Help Desk	Ed Conrad	2	2
			1	1
		Edward Fortner	1	1
			1	1
		Liz Evans	2	2
			1	1
		Assigned to Individual Total	5	5
			3	3

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Human Resource Management

			Low	FCR Total
Human Resource Management	Metro B Desktop Support	Cindy Reed	1 0	1 0
		Sean Chadbourne	1 0	1 0
		Tyler Pearce	1 1	1 1
		Assigned to Individual Total	3 1	3 1
	Metro B Help Desk	Gary Graham	1 1	1 1
		Val Shepherd	2 2	2 2
		Assigned to Individual Total	3 3	3 3
	Metro C Desktop Support	Ken Knobel	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Help Desk	Cindy Romrell	1 1	1 1
		Cliff Jensen	2 2	2 2
		Reed Stohel	1 1	1 1
		Ross Owen	1 1	1 1
		Assigned to Individual Total	5 5	5 5

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Human Resource Management

			Low	FCR Total	
Human Resource Management	Metro C West Desktop Support	Torrens Arnold	1 1	1 1	
		Assigned to Individual Total	1 1	1 1	
	Metro D Desktop Support	Dusty Serr	1 0	1 0	
		Assigned to Individual Total	1 0	1 0	
	Metro D Help Desk	Doug Brown	3 2	3 2	
		Jed Patrick	1 0	1 0	
		Assigned to Individual Total	4 2	4 2	
	Voice Operations	Gail Christiansen	2 0	2 0	
		Romanza Hamblin Sorensen	3 2	3 2	
		Assigned to Individual Total	5 2	5 2	
	Assigned Group Total		62 32	62 32	
	Customer Company Total			62 32	62 32

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Human Resource Management	Application Development	Clifford Tomlinson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Danielle Hood	1 0	1 0
		Dustin Crump	1 0	1 0
		Martin Gonzalez	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	5 0	5 0
	Application Support	Wayne Andersen	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Brian Bintz	6 1	6 1
		Scott Wunderlich	6 0	6 0

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Human Resource Management

			Low	MIR Total
Human Resource Management	Capitol Desktop Support	Assigned to Individual Total	12	12
			1	1
	Help Desk	Brenda Treadway	3	3
			0	0
		Eileen Dubach	1	1
			0	0
		James Stearns	3	3
			0	0
		Julie VanBeekum	1	1
			0	0
		Sarah Johnson	2	2
			0	0
		Assigned to Individual Total	10	10
			0	0
	Metro A Desktop Support	Kraig Ellis	1	1
			0	0
		Michael Barth	3	3
			0	0
		Assigned to Individual Total	4	4
			0	0
	Metro A Help Desk	Ed Conrad	2	2
			0	0
		Edward Fortner	1	1
			0	0
		Liz Evans	2	2
			0	0
		Assigned to Individual Total	5	5
			0	0

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Human Resource Management

			Low	MIR Total
Human Resource Management	Metro B Desktop Support	Cindy Reed	1 0	1 0
		Sean Chadbourne	1 0	1 0
		Tyler Pearce	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Metro B Help Desk	Gary Graham	1 0	1 0
		Val Shepherd	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro C Desktop Support	Ken Knobel	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Help Desk	Cindy Romrell	1 0	1 0
		Cliff Jensen	2 0	2 0
		Reed Stohel	1 0	1 0
		Ross Owen	1 0	1 0
		Assigned to Individual Total	5 0	5 0

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Human Resource Management

			Low	MIR Total
Human Resource Management	Metro C West Desktop Support	Torrens Arnold	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Dusty Serr	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro D Help Desk	Doug Brown	3 0	3 0
		Jed Patrick	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Voice Operations	Gail Christiansen	2 0	2 0
		Romanza Hamblin Sorensen	3 0	3 0
		Assigned to Individual Total	5 0	5 0
	Assigned Group Total		62 2	62 2
Customer Company Total			62 2	62 2

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Human Resource Management	Application Development	Clifford Tomlinson	1 0.43	1 0.43
		Assigned to Individual Total	1 0.43	1 0.43
	Application Services	Danielle Hood	1 0.35	1 0.35
		Dustin Crump	1 0.10	1 0.10
		Martin Gonzalez	2 0.25	2 0.25
		Tony Larsen	1 0.06	1 0.06
		Assigned to Individual Total	5 0.20	5 0.20
	Application Support	Wayne Andersen	2 0.00	2 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Capitol Desktop Support	Brian Bintz	6 0.70	6 0.70
		Scott Wunderlich	6 0.21	6 0.21

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Capitol Desktop Support	Assigned to Individual Total	12 0.46	12 0.46
	Help Desk	Brenda Treadway	3 0.00	3 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	3 0.00	3 0.00
		Julie VanBeekum	1 0.11	1 0.11
		Sarah Johnson	2 0.76	2 0.76
		Assigned to Individual Total	10 0.16	10 0.16
	Metro A Desktop Support	Kraig Ellis	1 0.36	1 0.36
		Michael Barth	3 0.09	3 0.09
		Assigned to Individual Total	4 0.15	4 0.15
	Metro A Help Desk	Ed Conrad	2 0.00	2 0.00
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	2 0.11	2 0.11
		Assigned to Individual Total	5 0.04	5 0.04

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro B Desktop Support	Cindy Reed	1 0.98	1 0.98
		Sean Chadbourne	1 0.51	1 0.51
		Tyler Pearce	1 0.00	1 0.00
		Assigned to Individual Total	3 0.50	3 0.50
	Metro B Help Desk	Gary Graham	1 0.00	1 0.00
		Val Shepherd	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro C Desktop Support	Ken Knobel	1 0.78	1 0.78
		Assigned to Individual Total	1 0.78	1 0.78
	Metro C Help Desk	Cindy Romrell	1 0.00	1 0.00
		Cliff Jensen	2 0.00	2 0.00
		Reed Stohel	1 0.00	1 0.00
		Ross Owen	1 0.00	1 0.00
		Assigned to Individual Total	5 0.00	5 0.00

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Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro C West Desktop Support	Torrens Arnold	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro D Desktop Support	Dusty Serr	1 1.09	1 1.09
		Assigned to Individual Total	1 1.09	1 1.09
	Metro D Help Desk	Doug Brown	3 0.11	3 0.11
		Jed Patrick	1 0.35	1 0.35
		Assigned to Individual Total	4 0.17	4 0.17
	Voice Operations	Gail Christiansen	2 0.23	2 0.23
		Romanza Hamblin Sorensen	3 0.27	3 0.27
		Assigned to Individual Total	5 0.25	5 0.25
Assigned Group Total		62 0.24	62 0.24	
Customer Company Total			62 0.24	62 0.24

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Human Resource Management	Application Development	Clifford Tomlinson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Danielle Hood	1 0	1 0
		Dustin Crump	1 0	1 0
		Martin Gonzalez	2 1	2 1
		Tony Larsen	1 1	1 1
		Assigned to Individual Total	5 2	5 2
	Application Support	Wayne Andersen	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Brian Bintz	6 1	6 1
		Scott Wunderlich	6 0	6 0

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Human Resource Management

			Low	MR Total
Human Resource Management	Capitol Desktop Support	Assigned to Individual Total	12	12
			1	1
	Help Desk	Brenda Treadway	3	3
			0	0
		Eileen Dubach	1	1
			0	0
		James Stearns	3	3
			0	0
		Julie VanBeekum	1	1
			0	0
		Sarah Johnson	2	2
			0	0
		Assigned to Individual Total	10	10
			0	0
	Metro A Desktop Support	Kraig Ellis	1	1
			0	0
		Michael Barth	3	3
			0	0
		Assigned to Individual Total	4	4
			0	0
	Metro A Help Desk	Ed Conrad	2	2
			0	0
		Edward Fortner	1	1
			0	0
		Liz Evans	2	2
			0	0
		Assigned to Individual Total	5	5
			0	0

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Human Resource Management

			Low	MR Total
Human Resource Management	Metro B Desktop Support	Cindy Reed	1 0	1 0
		Sean Chadbourne	1 0	1 0
		Tyler Pearce	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Metro B Help Desk	Gary Graham	1 0	1 0
		Val Shepherd	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro C Desktop Support	Ken Knobel	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Help Desk	Cindy Romrell	1 0	1 0
		Cliff Jensen	2 0	2 0
		Reed Stohel	1 0	1 0
		Ross Owen	1 0	1 0
		Assigned to Individual Total	5 0	5 0

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Human Resource Management

			Low	MR Total
Human Resource Management	Metro C West Desktop Support	Torrens Arnold	10	10
		Assigned to Individual Total	10	10
	Metro D Desktop Support	Dusty Serr	10	10
		Assigned to Individual Total	10	10
	Metro D Help Desk	Doug Brown	30	30
		Jed Patrick	10	10
		Assigned to Individual Total	40	40
	Voice Operations	Gail Christiansen	20	20
		Romanza Hamblin Sorensen	30	30
		Assigned to Individual Total	50	50
Assigned Group Total		623	623	
Customer Company Total			623	623

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Human Resource Management	Application Development	Clifford Tomlinson	1 0.43	1 0.43
		Assigned to Individual Total	1 0.43	1 0.43
	Application Services	Danielle Hood	1 1.98	1 1.98
		Dustin Crump	1 0.76	1 0.76
		Martin Gonzalez	2 3.62	2 3.62
		Tony Larsen	1 22.60	1 22.60
		Assigned to Individual Total	5 6.52	5 6.52
	Application Support	Wayne Andersen	2 0.00	2 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Capitol Desktop Support	Brian Bintz	6 2.31	6 2.31
		Scott Wunderlich	6 1.02	6 1.02

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Capitol Desktop Support	Assigned to Individual Total	12 1.66	12 1.66
	Help Desk	Brenda Treadway	3 0.00	3 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	3 0.00	3 0.00
		Julie VanBeekum	1 0.24	1 0.24
		Sarah Johnson	2 0.89	2 0.89
		Assigned to Individual Total	10 0.20	10 0.20
	Metro A Desktop Support	Kraig Ellis	1 0.36	1 0.36
		Michael Barth	3 0.43	3 0.43
		Assigned to Individual Total	4 0.41	4 0.41
	Metro A Help Desk	Ed Conrad	2 0.09	2 0.09
		Edward Fortner	1 0.47	1 0.47
		Liz Evans	2 0.19	2 0.19
		Assigned to Individual Total	5 0.20	5 0.20

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro B Desktop Support	Cindy Reed	1 0.98	1 0.98
		Sean Chadbourne	1 0.96	1 0.96
		Tyler Pearce	1 0.00	1 0.00
		Assigned to Individual Total	3 0.65	3 0.65
	Metro B Help Desk	Gary Graham	1 0.00	1 0.00
		Val Shepherd	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro C Desktop Support	Ken Knobel	1 0.78	1 0.78
		Assigned to Individual Total	1 0.78	1 0.78
	Metro C Help Desk	Cindy Romrell	1 0.00	1 0.00
		Cliff Jensen	2 0.00	2 0.00
		Reed Stohel	1 0.00	1 0.00
		Ross Owen	1 0.00	1 0.00
		Assigned to Individual Total	5 0.00	5 0.00

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Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro C West Desktop Support	Torrens Arnold	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro D Desktop Support	Dusty Serr	1 2.74	1 2.74
		Assigned to Individual Total	1 2.74	1 2.74
	Metro D Help Desk	Doug Brown	3 0.11	3 0.11
		Jed Patrick	1 0.35	1 0.35
		Assigned to Individual Total	4 0.17	4 0.17
	Voice Operations	Gail Christiansen	2 0.23	2 0.23
		Romanza Hamblin Sorensen	3 0.91	3 0.91
		Assigned to Individual Total	5 0.64	5 0.64
Assigned Group Total		62 1.08	62 1.08	
Customer Company Total			62 1.08	62 1.08

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Human Resource Management

Detail

INC000000572010	Rosanne Ricks	Application	Error	Citrix ICA Client		TIR Missed: No	0.98
	Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Closed	TTR Missed: No	0.98
INC000000572376	Letty Debenham	Application	Error	None		TIR Missed: No	0.15
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.74
INC000000572533	Kim Diamond-Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000572539	Jeffie Dickerson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000573970	Sharyn Dobson	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Martin Gonzalez	Human Resource Management	Low	Closed	TTR Missed: Yes	6.38
INC000000574224	Sarah Liufau	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	1.41
INC000000574512	Becca L. Hoyt	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Gail Christiansen	Human Resource Management	Low	Closed	TTR Missed: No	0.14
INC000000574714	Becca L. Hoyt	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
	Voice Operations	Gail Christiansen	Human Resource Management	Low	Closed	TTR Missed: No	0.33
INC000000575645	Judith Price	Network	Error	None		TIR Missed: No	0.51
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	1.61
INC000000575859	Kathryn Medina	Network	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	0.96
INC000000576065	Brenda May	Telecom	None	Telephone		TIR Missed: No	0.45
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.71
INC000000576069	Melissa Little	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000576070	Melissa Anglesey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000576175	Carmen Nichol	Application	Error	Novell GroupWise		TIR Missed: No	0.22
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Closed	TTR Missed: No	0.37
INC000000576423	Patricia Barrett	PC/Laptop	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	0.24
INC000000576443	Sharyn Dobson	Network	Performance	Novell eDirectory		TIR Missed: No	0.83
	Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	1.09

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INC000000576496	Rebecca Lisor Capitol Desktop Support	PC/Laptop Scott Wunderlich	Performance Human Resource Management	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.90
INC000000576583	Terry Haywood Metro C West Desktop Support	Application Torrens Arnold	Error Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577075	Bart Olsen Help Desk	Network Sarah Johnson	None Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.70 0.70
INC000000577245	Rick Hughes Application Development	None Clifford Tomlinson	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.43 0.43
INC000000577604	Annabel Cho Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	2.82 3.14
INC000000577722	Marianne Schow Capitol Desktop Support	Application Brian Bintz	None Human Resource Management	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.58 1.78
INC000000578283	Jay Jensen Metro A Help Desk	Application Liz Evans	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578344	Carita Eldredge Help Desk	Application Brenda Treadway	Password Human Resource Management	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578347	Kelly Chinn Metro C Help Desk	PC/Laptop Cindy Romrell	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578725	Patricia Barrett Capitol Desktop Support	Network Scott Wunderlich	Performance Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.06 1.92
INC000000578744	Carita Eldredge Metro B Help Desk	Application Val Shepherd	Password Human Resource Management	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000579262	Debbie Martinez-Orth Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.36
INC000000579382	Alan Owens Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Resource Management	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.13 1.60
INC000000579649	Debbie Martinez-Orth Metro A Desktop Support	Application Michael Barth	Error Human Resource Management	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.19 1.21
INC000000579801	Jay Jensen Metro A Help Desk	Application Ed Conrad	None Human Resource Management	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000579867	Debbie Martinez-Orth Metro A Desktop Support	Application Michael Barth	None Human Resource Management	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.07
INC000000579987	Karen Heaton Metro D Desktop Support	PC/Laptop Dusty Serr	Error Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.09 2.74

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INC000000579995	Carmen Nichol	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000580005	Carmen Nichol	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000580158	Jamie Boyle	Application	None	Novell GroupWise		TIR Missed: No	0.43
	Application Services	Martin Gonzalez	Human Resource Management	Low	Resolved	TTR Missed: No	0.86
INC000000580221	Pamela Park	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000580417	Carmen Nichol	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Resource Management	Low	Resolved	TTR Missed: No	0.47
INC000000580517	Mike Tribe	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000580680	Carmen Nichol	Application	Error	Human Resource Enterprise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Resolved	TTR Missed: No	0.17
INC000000580822	Travis Thurston	PC/Laptop	Hardware	None		TIR Missed: No	0.78
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed: No	0.78
INC000000581206	April Nicholls	Network	Performance	None		TIR Missed: No	0.28
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.10
INC000000581392	Patricia kingsbury	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.10
	Application Services	Dustin Crump	Human Resource Management	Low	Resolved	TTR Missed: No	0.76
INC000000581522	Bart Olsen	Application	Error	Novell GroupWise		TIR Missed: No	0.06
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: Yes	22.60
INC000000581947	Debbie Martinez-Orth	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000582384	Sandra Johnston	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000582595	Sarah W Thomson	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000582886	Angela Abbott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000583121	Bart Olsen	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000583212	Michelle Imperiale	Application	Error	Novell GroupWise		TIR Missed: No	0.34
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Resolved	TTR Missed: No	0.34

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Human Resource Management

INC000000583273	Winston Inoway Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Employee Gateway Low	Resolved	TIR Missed: No TTR Missed: Yes	0.36 6.06
INC000000583890	Angela Rhodes Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Resource Management	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.22 0.43
INC000000583897	Angela Rhodes Help Desk	Application Julie VanBeekum	Error Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.24
INC000000584256	Wendy Peterson Capitol Desktop Support	None Brian Bintz	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000584611	Nancy Bauman Metro C Help Desk	Network Reed Stohel	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000584753	Sarah W Thomson Application Support	None Wayne Andersen	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000584938	Michelle Watts Metro D Help Desk	Network Jed Patrick	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.35 0.35
INC000000585198	Joel Chibota Help Desk	PC/Laptop James Stearns	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000585214	Emir Filipovic Help Desk	Application James Stearns	Reporting Human Resource Management	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000585497	Angela Rhodes Metro D Help Desk	Network Doug Brown	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000585510	Rosanne Ricks Application Services	Mobile Devices Danielle Hood	Error Human Resource Management	iPhone Low	Resolved	TIR Missed: No TTR Missed: No	0.35 1.98
INC000000585551	Angela Rhodes Metro D Help Desk	Network Doug Brown	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00